TEEN ZONE
PROGRAM EVALUATION

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SPRC
of Hamilton-Wentworth

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1.0 TEEN ZONE BACKGROUND

The Teen Zone is a drop-in youth area at the Greater Hamilton Shopping Centre (Centre Mall). The project is a partnership between Voices for Children, Kiwanis Boys and Girls Club and Centre Mall, Cadillac-Fairview management.

Teen Zone was conceived when staff from Cadillac-Fairview approached the Kiwanis Boys' and Girls' Club in an effort to develop a solution to youth-centered problems in and around the mall. This coincided with the need of the Boys' and Girls' Club to fill a gap in youth programming, between the hours of 6 - 8 p.m.

Teen Zone was initially a project organized for March Break of 2000. The success of this one-week project led to the development of a community-based partnership. Cadillac-Fairview provided a storefront location to operate the drop in centre, Voices for Children supported the start up, and helped to negotiate funding and Kiwanis Boys' and Girls' provided staff and programming to operate the centre.

The goal of Teen Zone is to provide youth between the ages of 13 and 17 with a constructive, alternative activity in a safe and barrier-free environment. Teen Zone is open Monday to Friday from 5 - 9 p.m. It is staffed by two youth workers, who provide supervision and interact with the youth. There are no formal or structured programs at Teen Zone. Instead, youth are welcomed to drop in to socialize with one another, play pool or use the computer. The activities are divided into several different areas including a pool table, a computer area for homework, Internet access and games, and a lounge area with couches and a television.

SPRC has undertaken an evaluation of the success and impacts of Teen Zone in promoting the health and well being of youth in this community of Hamilton. The results of this study are intended to improve our understanding of the realities of issues facing teens in this community and to enhance the capacity to respond to their needs.

2.0 ASSET BUILDING APPROACH

This evaluation took an affirmative or strength-based approach, focusing on the positive benefits that youth experience through their participation in Teen Zone. It was designed to examine in what way and to what extent Teen Zone positively influences the lives of teens and their healthy development.

The theoretical framework for the evaluation was based on the research of the Search Institute in the area of developmental assets. This asset building approach has identified 40 factors that are critical to the healthy growth and development of teens. Development of these assets is believed to protect youth from engaging in negative or problem behaviors and encourages positive attitudes and behaviors.

This approach recognizes the important roles that youth organizations and programs play in contributing to young people's lives and is an effective and appropriate approach to evaluating Teen Zone. This is a first step in developing local expertise in applying this approach to the evaluation of youth programs and offers promising results.

The assets provide a set of criteria that were used to assess the effectiveness of Teen Zone. The survey and interview tools were designed to gather data in eight categories of developmental assets.

2.1 Definition Of Asset Categories

Support
Youth need to experience support, care, and they need organizations that provide positive, supportive environments.

Empowerment
Youth need to feel valued by their community and have opportunities to contribute to others, and they must feel safe and secure for this to occur.

Boundaries and expectations
Youth need to know what is expected of them and what activities and behaviors are acceptable.

Constructive use of time
Youth need constructive, enriching opportunities for growth through creative youth programs and activities.

Commitment to learning
Youth need to be encouraged to develop a lifelong commitment to education and learning.

Positive values
Youth need to develop strong values that guide them to make good choices.

Social competencies
Youth need skills and competencies that equip them to build relationships, and to succeed in life.

Positive identity
Youth need a strong sense of their own power, purpose, worth, and promise.

3.0 METHODOLOGY

3.1 Record Review

This first phase of the study was a record review of activities and processes kept by project operators during the term of operation. This review also included an analysis of demographic and crime data that was available for the Teen Zone neighbourhood area known as Crown Point East. The record review provided an understanding of the background and context in which Teen Zone operates and was used to inform the design of the evaluation methodology and the data collection tools.

3.1.1 The Record Review Included:

Census Data
An analysis of 1996 census data provided a demographic profile for the catchment area. The statistics indicate a higher than regional average for poverty levels, and for youth not in school and not in the labour force. This information helped to identify this as a high need area and an appropriate location for Teen Zone.

Hamilton-Wentworth Police Report
A report has been received and noted from the Hamilton Police - Division Two Analyst. This is a five-year analysis on crime trends in the Teen Zone area and indicates a downward trend in the incidences of crime and an upward trend in the clearance rate for incidences.

Record of scheduled events at Teen Zone
While Teen Zone does not formally collect attendance records, it is estimated that approximately 20 - 40 youth will visit Teen Zone at some time during the operating hours of 5 - 9 p.m.

Programming is not formalized at Teen Zone, however there have been many initiatives which involve the youth in community efforts such as a Toy Drive conducted in partnership with Sears (Centre Mall), a community improvement effort to have an ice rink created in a local park, and participation in United Way fundraising drives.

Previous surveys

The results of a survey conducted in March 2000 during the initial week of Teen Zone were used to provide background information and to help with the new survey design. The previous survey indicated that almost all of the teens felt that Teen Zone should continue beyond the March Break. Teen Zone was seen as a "good place to go, a place to meet friends, and something to do before 8pm". Some of the suggestions for additional activities such as pool tables have since been incorporated at Teen Zone.

Meeting records of committees

Noted and used to provide historical and background information on the development of the Teen Zone.

4.0 KEY INFORMANT INTERVIEW

The second phase of the study was an undertaking of key informant interviews. The stakeholders in the Teen Zone project were identified through the record review and with the input and direction of Kiwanis' staff.

The interviews were designed to gather qualitative information on the perceived impacts of the program, as well as insights on directions for the future of this and like services in the community of Hamilton.

These interviews captured information from a variety of perspectives including teens that participate in Teen Zone, program staff, mall business operators, and service providers.

Security Staff, Centre Mall
Hamilton East Kiwanis Boys and Girls Club
Management, Cadillac Fairview
YWCA
Teen Zone, Youth Workers
Merchants, Centre Mall

4.1 Interview Results

Support

In what way does Teen Zone build this asset?

- Provides kids with their own place to be, so that they are not seen as loiterers
- Kids don't have to be out in the cold or rain, they have a place to go
- Staff and other youth are welcoming and provide a warm environment

How could the asset building effort of Teen Zone be improved in this area?

- Make more opportunities to bring security into Teen Zone to work on new relationships
- Find ways to address the difficulty with kids not making other kids feel welcome

- Set regular activities to encourage same kids to return on a regular basis. This would help to establish stronger relationships with staff and between the kids.

Empowerment

In what way does Teen Zone build this asset?

- Kids have plenty of opportunities to talk with staff and with each other - they empower each other
- Kids are often asked for their ideas on ways to improve Teen Zone

How could the asset building effort of Teen Zone be improved in this area?

- Guest speakers to talk about self-esteem building, effects of bullying
- Help to link kids with community groups
- Kids seem comfortable with staff but not necessarily with each other - find ways to build on this

Boundaries and Expectations

In what way does Teen Zone build this asset?

- Rules encourage them to be better people
- Teens know the rules about using computers, and pool tables and they seem okay with following them

How could the asset building effort of Teen Zone be improved in this area?

- Some kids don't come because of the rules
- Set small, tangible goals for acceptable behaviour and recognize or reward kids if they achieve it.
- Kids walking in large groups causes a lot of problems

Constructive Use of Time

In what way does Teen Zone build this asset?

- Brings kids together but not on the street
- Kids are playing pool or on the computer learning things - not on the street causing problems

How could the asset building effort of Teen Zone be improved in this area?

- The environment encourages it but what they take from it is up to the kids

- More contact or involvement with other community groups
- Expand to another location, maybe a public location where kids can skateboard, break dance

Commitment to Learning

In what way does Teen Zone build this asset?

- Gives kids an opportunity to learn new skills and games
- No formal teaching but lots of informal learning

How could the asset building effort of Teen Zone be improved in this area?

- Make more resources available
- Set up a homework area

Positive Values

In what way does Teen Zone build this asset?

- Positive behaviours are encouraged and reinforced by the staff
- Informal discussions gives a chance for examples to be made

How could the asset building effort of Teen Zone be improved in this area?

- Find new ways to get through to kids and get them interested
- Keep things simple - just encourage respect for one another and for Teen Zone
- By not judging the people that come to Teen Zone - and setting an open-minded atmosphere

Social Competencies

In what way does Teen Zone build this asset?

- Kids learn to communicate and interact with others from different schools and communities
- Kids and security both try to get along

How could the asset building effort of Teen Zone be improved in this area?

- Offer programs specific to other life skills
- Connect kids to more community groups, people in the mall

Positive Identity

In what way does Teen Zone build this asset?

- Kids can get support from this environment that they might not draw from the community
- Environment tells kids that someone cares about them
- Youth workers teach kids to break dance and help them to feel better about themselves

How could the asset building effort of Teen Zone be improved in this area?

- Help kids to learn about different jobs and job opportunities
- Help kids learn computer skills

5.0 TEEN SURVEY

In this phase of the evaluation, 38 Teen Zone youth participants completed a survey questionnaire. The teens were asked a short set of questions about themselves and about their perception of the program. The youth were not asked to identify themselves. The surveys were gathered over a 2-week period.

Three third-year university students completing a community placement, conducted the data collection and were supervised by staff of the SPRC. The university students spent time with the youth, playing pool and engaging in casual conversation. Once they had established a rapport with the teens, they were then able to encourage and assist the teens in completing the survey.

The survey instrument was developed in keeping with an asset building approach. Questions were designed to assess the effectiveness of Teen Zone in developing the following asset categories; support, empowerment, commitment to learning, boundaries and expectations, positive values, social competencies and positive identity.

In addition, the university students submitted a report on their observations and experiences gathered during their placement at Teen Zone.

5.1 Survey Results

Being involved in Teen Zone...

1. Makes me want to get involved in more community activities

Strongly Agree	18.4%
Agree	47.4%
Disagree	26.3%
Strongly Disagree	7.9%

2. Has taught me rules about what is okay to do and what isn't

Strongly Agree	7.9%
Agree	34.2%
Disagree	36.8%
Strongly Disagree	21.1%

3. Has made me want to try harder in school

Strongly Agree	13.5%
Agree	32.4%
Disagree	43.2%
Strongly Disagree	10.8%

The adults involved with Teen Zone

4. Listen to what I say

Strongly Agree	13.2%
Agree	60.5%
Disagree	18.4%
Strongly Disagree	7.9%

5. Make me feel like I belong

Strongly Agree	18.4%
Agree	57.9%
Disagree	18.4%
Strongly Disagree	5.3%

6. Give me a chance to plan or choose new activities

Strongly Agree	16.2%
Agree	56.8%
Disagree	21.6%
Strongly Disagree	5.4%

7. Make me feel important

Strongly Agree	18.9%
Agree	45.9%
Disagree	35.1%
Strongly Disagree	0%

8. Encourage me to do well in school

Strongly Agree	8.1%
Agree	59.5%
Disagree	24.3%
Strongly Disagree	8.1%

Teen Zone has helped me...

9. Make better decisions

Strongly Agree	10.5%
Agree	42.1%
Disagree	47.4%
Strongly Disagree	0%

10. Realize I have a lot to be proud of

Strongly Agree	10.8%
Agree	45.9%
Disagree	40.5%
Strongly Disagree	2.7%

11. Get along with other people in the mall

Strongly Agree	7.9%
Agree	65.8%
Disagree	23.7%
Strongly Disagree	2.6%

12. Make friends from different schools

Strongly Agree	26.3%
Agree	57.9%
Disagree	15.8%
Strongly Disagree	0%

Since I have been involved in Teen Zone...

13. Respecting other people's feelings has become more important to me

Strongly Agree	10.5%
Agree	50%
Disagree	36.8%
Strongly Disagree	2.6%

14. Respecting other people's property has become more important to me

Strongly Agree	15.8%
Agree	55.3%
Disagree	23.7%
Strongly Disagree	5.3%

15. Being responsible for what I do has become more important to me

Strongly Agree	18.4%
Agree	57.9%
Disagree	18.4%
Strongly Disagree	5.3%

16. Please feel free to add anything else you would like us to know

A TV and VCR in Teen Zone, movies and cable and internet
Bigger backroom
Ceiling fan
Have more people come here
I think they should have a TV in the backroom
I want a play station
I want video games and more places to sit
Let us listen to local music and have more fun
More seats
Plays pool at Kiwanis Boys' and Girls' and then comes to Teen Zone to play more pool. Knows all the store employees and says hi as he walks through the mall
Please make the back room bigger and put a ceiling fan in the back
The staff people are really nice and like to talk and listen
Security guards
Terry is a really good leader. He knows how to speak to the children and he also has a positive attitude with everything
TV and Movies

17. How old are you?

12 - 14	21.1%
14 - 16	50%
16 - 18	28.9%

18. Are you Male or Female?

Male	44.8%
Female	55.2%

19. What school do you go to?

Did not identify	23.7%
Bishop Ryan	5.3%
Cathedral	23.7%
Delta	18.4%
Doesn't attend	5.3%
Memorial	10.5%
Sir Winston Churchill	7.9%
W.H. Ballard	2.6%
Westdale	2.6%

20. How did you get involved in Teen Zone?

Boys and Girls Club	36.1%
YWCA	5.6%
Friends	50%
Saw it in the mall	8.3%

21. Before you came to Teen Zone, were you involved in other activities in your community?

Yes	26.3%
No	73.7%

What were they?

- 75th reunion of Delta
- Basketball
- Boys and Girls Club
- Dancing at the YWCA
- Kiwanis
- Pool

22. Have you learned about other youth activities since coming to Teen Zone?

Yes 42.1%
No 57.9%

What are they?

Basketball
Dancing
How to be a better pool player and be with friends
Kiwanis
Not to get into trouble
Teen Speaking
YWCA activities

23. Do you participate in any other activities?

Yes 44.7%
No 55.3%

What are they?

After-school activities
Basketball and basketball tournaments
Big Brothers and Sisters
Games
Hockey and Football
Kiwanis
Pool
Riding bikes
Volunteer

24. What kind of positive youth activities would you like to get involved in?

Baseball
Basketball team
Basketball, hockey
Dances
Football and basketball
Games
Hanging with friends
Pool
Volleyball

25. Is there an opportunity for you to get involved in those activities?

Yes	26.5%
No	20.6%
Not Sure	52.9%

6.0 KEY FINDINGS, SUCCESSES, AND IMPACTS

"Given the proper opportunities ... youth can always make a significant contribution to the development of the communities in which they live. ... Projects that connect young people productively with other youth and adults are now seen to be the foundations upon which healthy communities can be built" Kretzmann and McKnight (Building Communities from the Inside Out, 1993)

It is clear from the findings that Teen Zone is such a project. It is an effective and well-received, asset-building resource for youth in the community. Teen Zone is the result of a collaborative, community effort that identified their own issues, mobilized their resources and created mutually beneficial solutions. It is a case study in successful community development work.

One of the key features of Teen Zone is that it addresses an essential element in teen development - the opportunity to socialize with each other in a safe and mutually respectful environment. Teen Zone recognizes that teens "hanging out" is not necessarily a negative behaviour that needs to be curtailed. It is clear that the back room with the couches and TV is a popular part of Teen Zone. This area gives teens a chance to relax and spend time with one another.

The university students also felt that this time just to chat was very important and allowed teens to share their thoughts and feelings with someone they trusted.

Some of the most compelling observations of the impact of Teen Zone came from the university placement students. The University students were so impressed by Teen Zone and by the kids that they plan to continue their involvement through volunteering. During their visits to Teen Zone they were able to make personal connections with the youth and get a first hand look into the challenges that these youth face in their daily lives.

"I heard stories, ranging from teenage fatherhood, dreams of being a police officer, to what it is like being part of a gang"

While socializing may be recognized as a healthy activity, it is not always clear who has a responsibility to provide this opportunity for teens. The partners in Teen Zone have set an example by not only taking ownership, but by taking action.

One of the developmental asset categories is a commitment to learning. Most of the youth agreed that workers at Teen Zone encourage them to do well in school. However, it is interesting to note that more than half disagreed that Teen Zone had made them want to try harder in school. This is an area that might require further investigation.

Another developmental asset category is Social Competencies. Teens from as many as 9 different schools- middle schools, high schools, public and catholic boards - responded to the survey. This would support the survey results that over 80% agreed that Teen Zone helped them to make friends from different schools.

The Youth Worker is essential to the success of Teen Zone. Teens have someone that they trust - someone they can talk to and who can relate to their issues. Since the Youth Workers are close in age to the teens they are both role models and peers. The Youth Workers encourage and show teens that a life free of drugs and crime is possible. The youth worker provides a vital communication link to understanding and reaching teens.

Centre Mall can easily be described as a community and as such reflects what is happening in the community at large. It would be naive to think that the reality and impact of gang activity could be avoided or ignored. Teen Zone has managed to acknowledge and address this very real presence. Rules have been established regarding acceptable behaviour and youth workers encourage the teens to "leave their colours" at the door.

"In the eyes of the youth that visit Teen Zone, it is seen as a safe hang out and they openly admit that if they couldn't hang out there, they would probably be getting into trouble." (Informant interview)

However, according to the survey, more than half of the youth disagreed that participating in Teen Zone had taught them rules about what is okay to do and what isn't. Teen Zone can continue to develop its unique opportunity to influence youth in making positive decisions about their behaviour.

Another successful aspect of Teen Zone is the opportunity it provides for teens to develop more positive relationships with mall security. Security staff often takes advantage of the open invitation to drop by and play pool with the teens.

> "Getting to know one another - putting names to faces makes things easier" (informant interview)

Most telling of the success of Teen Zone is the fact that 73% of the survey respondents were not involved in other activities in their communities before their involvement with Teen Zone. And according to the survey, Teen Zone participants are now no longer solely from Kiwanis Boys' and Girls' . Teen Zone is reaching kids that did not previously belong to clubs or associations.

A previously conducted survey indicated that teens come to Centre Mall everyday, as often as five times a day. The mall is an important part of teens' daily lives and Centre Mall management has shown community leadership by recognizing this fact.

Teen Zone is seen by the mall as a solution to a community need and they support it as a value-added service for merchants. Teen Zone is an attempt to encourage positive traffic, and to build a vibrant, stable, and safe community in the mall. Teen Zone tries to be a good mall neighbour and does not want to be seen as a separate entity but as a vital part of the mall.

Since Teen Zone has been in operation management reports that they have not received any complaints from merchants or from shoppers regarding Teen Zone. Merchants that were interviewed were also very positive about Teen Zone. They felt that it gave the teens a place to be in the mall, when previously they might have been "kicked out for just hanging around".

Merchants felt that staff do a good job of keeping things in control but did express some concerns about the noise in the perimeter of Teen Zone and

also had concerns that large groups of teens had potential to intimidate some shoppers. They generally recognized that this was typical teen behaviour and was not unique to Teen Zone. Merchants have shown their support by donating merchandise and prizes to Teen Zone.

Security reports that Teen Zone members have not been involved in negative behaviours such as shoplifting and that despite the increase in teen traffic through the mall there has been no increase in incidence reports.

The survey results also indicate that the success of Teen Zone contributes to the mall environment. Over 70% of the teens surveyed agreed that Teen Zone has helped them to get along with other people in the mall and 70% agree that since being involved with Teen Zone, respecting other people's property has become more important.

It is clear from findings that teens have been made to feel part of something and that this has had a positive effect on how they feel about the mall as a community. Teen Zone is a first step in building a unique partnership between business and community groups, which has mutual goals and benefits.

7.0 RECOMMENDATIONS FOR FUTURE DIRECTIONS

Explore partnerships with other groups and agencies
15 youth identified positive activities that they would like to get involved in. However, more than 70% of these same youth did not know or were not sure if there was an opportunity for them to get involved in those activities. It is clear from this finding that there is a large potential to encourage and direct youth to other community activities.

The new partnership with the YWCA is an example of an increased opportunity for teens to learn about community programs and recreational opportunities while they are at Teen Zone.

There are many potential partners within the mall community itself. The mall merchants have already shown a willingness to participate in Teen Zone events. It might be useful to explore ways to expand this relationship. For instance, a job board in Teen Zone might encourage merchants to see kids at Teen Zone as potential employees for part time jobs.

It would be worthwhile exploring ways of gaining interest and support from other community stakeholders such as, local high schools, social service organizations, the police, arts groups, faith communities, sports organizations, parents, neighbourhood groups and business improvement areas.

Continue to develop opportunities to hear from youth
According to our survey, half of all youth found out about Teen Zone from other friends. Clearly the influence of youth is critical to the success of Teen Zone and more formal opportunities to receive input and direction from youth should be developed.

The Shine campaign's Teen Speak Easy is a successful example of an opportunity for teens to be heard on issues that affect them. This effort could be expanded to include a regular forum, through which the youth can play an active role in planning and developing programs and services in Teen Zone and in the mall. This will ensure that programs will be well received by youth and will also give the youth a sense of responsibility and the satisfaction of knowing that their opinions are valued.

Youth Workers

The Youth Workers have been identified as one of the key elements in Teen Zone's success. Survey results show that over 70% of the teens felt that the workers listen to what they say and make them feel like they belong.

The insight that the youth workers have into the needs of teens should be incorporated in a formal manner into the future planning for Teen Zone.

In addition, the Youth Workers should be offered an opportunity to identify training or professional development they may need to help them face the challenges of working with teens.

Clearly articulate the purpose of Teen Zone

It is important to clarify the purpose and scope of Teen Zone. The findings of this report could be used to determine appropriate goals for Teen Zone and to set realistic expectations of the program.

Set benchmarks to measure achievements

It is important to determine evaluation methods that will clearly demonstrate the success of the Teen Zone. As Teen Zone evolves it would be worthwhile exploring the most appropriate ways to measure success. Teen Zone is not a formal program and not all techniques would be appropriate. Information that can be tracked by Teen Zone workers themselves would be most practical. However, it might be worthwhile approaching mall security and the community policing centre to discuss the kinds of data that can and should be collected.

Some suggestions:

- the number of teens that participate and the number of schools/neighbourhoods represented
- the partnerships and involvement by other groups, including community agencies and mall merchants
- Youth workers documenting positive stories and experiences with teens
- reductions in negative behaviours, such as vandalism, fighting, shoplifting, complaints to mall security, bannings from the mall

8.0 APPENDIX

8.1 Teen Zone Survey

TEEN ZONE SURVEY

BECAUSE YOU PARTICIPATE IN TEEN ZONE, YOU HAVE A LOT OF INFORMATION TO SHARE.
WHAT YOU TELL US WILL HELP DECIDE HOW TEEN ZONE IS WORKING, IF IT IS HELPFUL TO YOU AND HOW TO MAKE IT BETTER.
WE NEED YOUR INPUT!

Tell us about yourself:

How old are you?

12-14 ☐ 14-16 ☐ 16-18 ☐

Are you...?

Male ☐
Female ☐

What school do you go to? _____

How did you get involved in Teen Zone?

Adult recommended it	☐	Friends told you about it	☐
Boys & Girls Club	☐	Saw it in the mall	☐
YWCA	☐	Another way?	
		_____	

Before you came to Teen Zone, were you involved in other activities in your community?

Yes ☐ No ☐

What were they? _____

Have you learned about other youth activities since coming to Teen Zone?

Yes ☐ No ☐

What are they? _____

Do you participate in any other activities?

Yes ☐ No ☐

What are they? _____

What kind of positive youth activities would you like to get involved in?

_____

Is there an opportunity for you to get involved in those activities?

Yes ☐ No ☐ Not sure ☐

How do you Feel about Teen Zone?

Read each of the statements below and circle whether you: Strongly Agree (SA), Agree (A), Disagree (D), or Strongly Disagree (SD)

Being involved in Teen Zone...

1. makes me want to get involved in more community activities SA A D SD
2. has taught me rules about what is okay to do and what isn't SA A D SD
3. has made me want to try harder in school SA A D SD

The adults involved with Teen Zone...

4. listen to what I say SA A D SD
5. make me feel like I belong SA A D SD
6. give me a chance to plan or choose new activities SA A D SD
7. make me feel important SA A D SD
8. encourage me to do well in school SA A D SD

Teen Zone has helped me...

9. make better decisions SA A D SD
10. realize I have a lot to be proud of SA A D SD
11. get along with other people in the mall SA A D SD
12. make friends from different schools SA A D SD

Since I have been involved in Teen Zone

13. respecting other people's feeling's has become more important to me SA A D SD
14. respecting other people's property has become more important to me SA A D SD
15. being responsible for what I do has become more important to me SA A D SD

Please feel free to add anything else you would like us to know. Thank you!

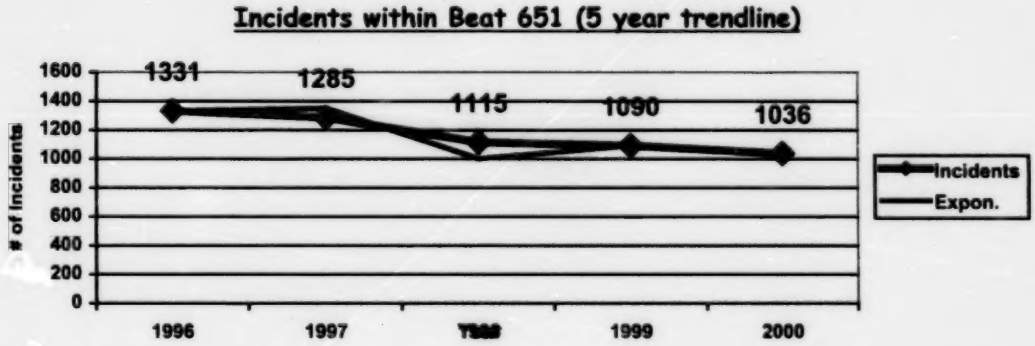
8.2 Crime Analysis Report

Crime Within the Centre Mall Area

The Centre Mall is located within the Hamilton Police Services geographic beat area of 651. Beat 651 is bound by the C.N. Railway tracks to the north; Main Street East to the south; Kenilworth Avenue North to the east and Ottawa Street North to the West. A large portion of this beat consists of the Centre Mall and associated parking lots. This area is referred to by Neighbourhood Watch as 6510 – Crown Point East. For the purpose of this report all statistical information pertains to Beat 651 as a whole and not just the Centre Mall.

CHART ONE:

Source – Hamilton Police Sercie's CONSTABLE database – January 1996 – December 2000



REPORT INCIDENTS WITHIN BEAT 651:

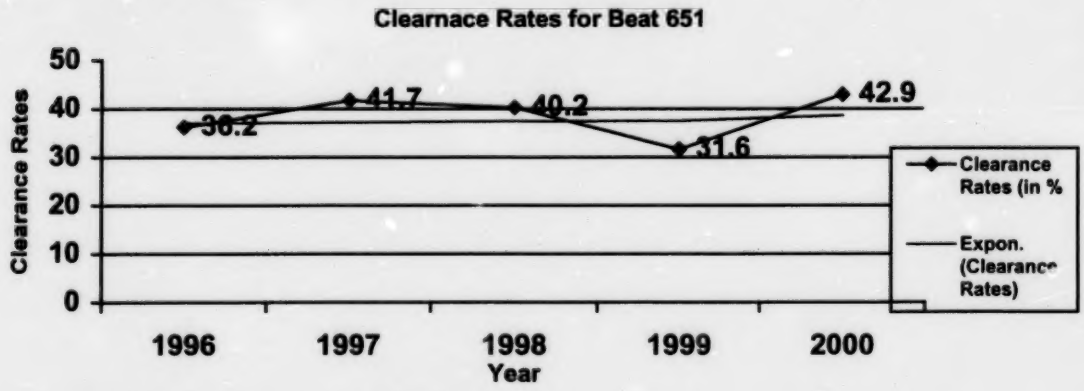
The Hamilton Police Service CONSTABLE database was utilized in this report. This database only captures incidents where a citizen or a police officer submits a report. The following incident types were considered for this report.

Robberies	Break & Enters	Theft of Motor Vehicle
Theft Over $5000	Theft Under $5000	Arson
Mischief over $5000	Mischief Under $5000	Drug Offences
Liquor Offences	Assaults	

In the past five years incidents within Beat 651 have consistently dropped. This can be observed in Chart One. The exponential five year trendline illustrates a downward decreasing trend in the number of incidents reported within Beat 1996 to 2000. An 11.3% decrease in reported incidents is observed with comparing 2000 statistics to the five year average.

CHART TWO:

Source - Hamilton Police Services CONSTABLE database - January 1st, 1996 to December 31st, 2000

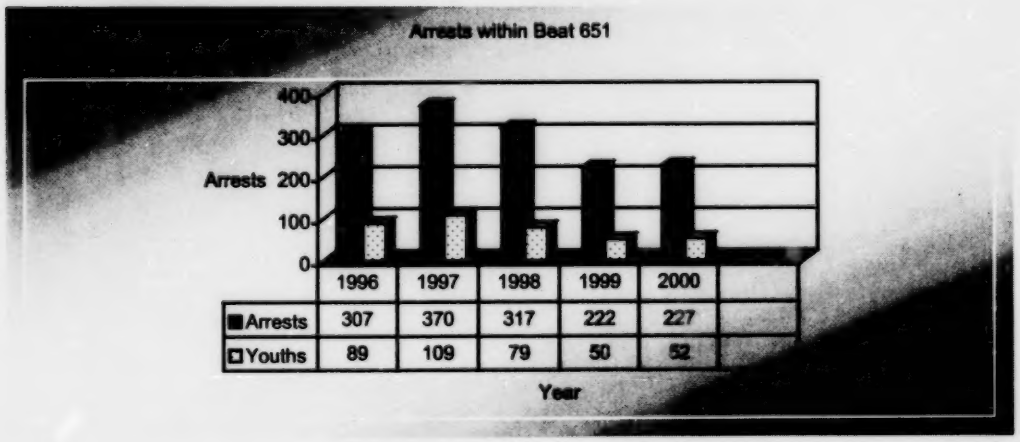


CLEARANCE RATES WITHIN BEAT 651 –

Utilizing the number of reported incidents and the number of incidents cleared by charge or "otherwise", the clearance rate was calculated for each year (1996 – 2000). As illustrated in Chart Two, the yearly clearance rates have remained fairly constant with the exception of small dips in 1996 and 1999. The highest reported clearance rate (42.9%) occurred in 2000. The 2000 clearance rate within Beat 651 has increased by 4.4% when compared to the previous five-year average.

CHART THREE:

Source - Hamilton Police Services CONSTABLE database - January 1st, 1996 to December 31st, 2000



ARREST WITHIN BEAT 651 –

The number of arrest within Beat 651 was determined for each year (1996 – 2000). This number was compared to the number of youths arrested within the beat. For the purpose of this report, a youth is defined as a person older than twelve years but less than eighteen years of age. In 1996, youth arrests accounted for 30% of all arrests within Beat 651. In 1997 this number dropped to 29.5%. A large drop was observed in 1998, when youth arrests accounted for 24.9% of the total number of arrests within the beat. Currently, this number has leveled out with youth arrest accounting for 22.5% of the arrests in 1999 and 22.9% of the arrests in 2000.

CONCLUSION –

Within Beat 651, utilizing the previously listed incident types, it appears that there has been a decreasing trend in reported incidents over the past five years. Incidents have decreased by 3.7% when comparing 1999 incidents numbers to 2000. Clearance rates have remained constant with the greatest increase being observed in 2000. There has been an 11.3% increase in clearance rates when comparing 1999 clearance to 2000 clearance. In terms of youth arrests, there has been a 3.1% decrease in youth arrests in Beast 651 over the previous five-year average.

Over all, incidents reported with Beat 651 have decreased. The number of these incidents cleared (solved) has increased while the percentage of youths arrested for these crimes has decreased. Given the number of factors that effect crime statistics, it is not possible to determine if these observations can be directly linked to the creation and ongoing operation of the Teen Zone program.

8.3 INTERVIEW SCRIPT

An asset building approach was incorporated into the design of the interview script, which asked informants a series of questions, covering the eight asset categories described below.

Support

Do youth feel supported by the adults who work in Teen Zone?
Does Teen Zone give youth a chance to experience caring and respectful relationships?
Does Teen Zone offer an accepting and inviting atmosphere for youth?

Empowerment

Does Teen Zone empower youth to lead and help others?
Does Teen Zone provide youth with physical and emotional safety?

Boundaries and Expectations

Are the youth that participate in Teen Zone being challenged to do their best?
Does Teen Zone set and encourage appropriate behaviour?

Constructive Use of Time

Is Teen Zone a good opportunity for youth to spend their time in positive activities?
Does Teen Zone provide an opportunity for personal growth?

Commitment to Learning

Does Teen Zone help to encourage or develop a commitment to learning?
Does Teen Zone encourage kids to try harder in school?
Are youth given an opportunity to learn about new things?

Positive Values

Does Teen Zone reinforce positive values such as honesty and tolerance?
Are youth encouraged to take responsibility for their behaviour?
Does Teen Zone help to foster respect for the feelings of others and

for others' property?

Social Competencies

Does Teen Zone help to build good relationship skills?
Does Teen Zone give youth an opportunity to develop good decision-making and life skills?

Positive Identity

Does Teen Zone contribute to the development of self-worth and personal pride for youth?
Does Teen Zone help youth to have purpose and hope for their futures?

8.4 DEMOGRAPHIC PROFILE TEEN ZONE AREA

This demographic profile covers an area of the community bounded west to east by Gage Street and Kenilworth, north to south by the CNR tracks and Main Street.

This area comprises 4 census tract areas and two planning neighbourhoods known as Crown Point East and Crown Point West. The area in which Teen Zone is located is dominated by both heavy industry and the Centre Mall.

Census data provides the following relevant statistics:

The population is 12,140 people living in 3,360 economic families.

There are 715 youth aged 15 -19 living in the area. This is similar to the regional average.

There are 1025 economic families that have incomes below the poverty line as measured by the Low Income Cut Off. This is an average of 30.51% compared to the regional average of less than 20%.

23.17% of households with children are headed by single parents compared to a region average of 15.41%

Almost 35% of single parents are not working compared to 27% in the region